



April 5, 2023

Nevada Medicaid Web Announcement 3046

Attention All Providers, Delegates, Staff, Credentialing Companies and Third-Party Billers:

New Verbal Interactive Customer Service Center Experience Coming Soon

Coming Soon: Nevada Medicaid will be introducing a new interactive voice response (IVR) Customer Service Center experience named Gabby™ when providers call (877) 638-3472. GABBY is a verbal interactive virtual agent that will be a part of the provider services call center. It is designed to listen to the caller, respond accurately, and adapt to new vocabulary, phrases, accents and ways to communicate with each call. The virtual agent can fulfill multiple call flows (**member eligibility, claims status, prior authorization details and payment information**) based on the user's inquiry without having to return to the main menu.

Gabby utilizes conversational artificial intelligence (AI) including Natural Language Processing/Understanding (NLP/U) to perform tasks and deliver immediate and accurate answers to provider inquiries 24/7, and will also ensure that the interaction is routed to the most appropriate destination.

If Gabby is unable able to assist you with your inquiry, you will be routed to the next available live representative if you are calling during the normal call center hours.

Stay tuned for more web announcements about the new interactive Gabby or [click here to view an informational video.](#)